State Technology Council Meeting Minutes for February 2, 2010

These meeting minutes do not duplicate wording in the presentations but capture additional comments, discussion or emphasis.

Action Items are included at the end of this document.

Presentations are currently available as paper copies and via email (Gartner documents must not be redistributed.)

Arkansas Chief Technology Officer and Arkansas Department of Information Systems (DIS) Director Claire Bailey will host a meeting of the Arkansas State Technology Council on Tuesday, February 2nd from 9:00 to 4:00 at the Arkansas Real Estate Commission.

Agenda

Welcome and Introduction 9:00 – 9:15
Claire Bailey: CTO, Arkansas Department of Information Systems Director
> Introductions: Doug Robinson, José Ruggero, Andrea Johnson, Daryl Cox, Andrew Parker, David Merrifield AREON, Doris Anderson CIO DOL, Toby Stevens IFSA, Larry Clary CT&T, Stan King CIO DFA, Misty Smith, Leslie McCarty, Herschel Cleveland, Scott Utley, Colleen Cafferty, Kym Patterson, Jim Gay, Nishav Mainali, Funso Kumolu
> Video: Humorous Transition from Scroll to Book

Technology Trends in the Public Sector 9:15 – 10:15
Doug Robinson: Director, NASCIO
> Presentation
> Four themes: Context, CIO Priorities, Policy Issues, Emerging Trends. 30,000 foot view.
> NASCIO is here for support, not to rank.
> Related to cost savings: Reducing complexity is a goal. It is not just old legacy systems that need modernizing; some newer systems cannot meet growing needs. The average age of unemployment systems is 21 years.
> There is a tremendous impact of rules and regulations attached to the federal funding for most states. CIO's may be handling up to 50% of funding as federal dollars. Sometimes the rules get in the way of more effective IT management.
> Cross functional collaboration is becoming more important. Architecture is spreading among states. Governance is more important than ever.
> State CIO Priorities: 2010: Budget and Cost Control #1. Consolidation #2. Shared Services #3.
> IT and Solution Priorities 2010: Virtualization #1. Networking #2. Records Management #3.
> IT Consolidation and Virtualization are high priorities.
> Include Cyber Security in Strategic Plan.
> Health: One of the most complex state challenges and a top public priority issue for Governors.
> With a relatively high percent of the workforce eligible for retirement, there is a need for attracting and retaining needed skill sets.

States are underinvested in Business Intelligence and Business Analytics. They have all this data but are not using it well.

Digital content records retention: if you create it you had better be able to produce it.

Doug is working with YouTube, twitter, and Facebook to amend terms of service to fit states interest.

Break 10:15 – 10:30

Current Trends in the Private and Public Sector 10:30 – 11:30

José Ruggero: Group Vice President, Executive Programs, Americas Service Delivery, Gartner

Presentation

José's background: With Gartner 11 years; strong practice supporting CIOs; international work; expertise mainly in private sector.

The main challenges for public and private sectors are the same.

Transition from recession to recovery, from efficiency to productivity, from heavy to light weight technology.

Most metrics for IT do not make sense for the business. For each dollar of IT what comes out?

2009 was the worst year ever for IT budgets. CIO's are roughly working with 2005 budgets. IT investment lags by a year. Scarce resources.

The most common inquiry from CIO's is about strategy. Make the right investment decisions.

There is a need for accelerated provisioning and procurement.

Both CIOs and State and Local Government (SLG) CIOs ranked business priorities the same for the first 2 priorities: #1 Improving business processes. #2 Reducing enterprise costs.

Shared Services are important too (not on the slide).

CIO Strategies: #1 Delivering projects that enable business growth. #2 Linking business and IT strategies and plans.

SLG CIO Strategies: #1 Improving IT governance. #2 Linking business and IT strategies and plans.

Get a stronger return if you have strong IT.

Important : Managing / leading change initiatives.

CIO strategic technologies – increase in lighter-weight solutions. Virtualization, Cloud computing, Web 2.0

Mid Office is an area of huge opportunity; this is where collaboration happens. It is complex.

Procurement:
- o Contract renegotiation is a way to save money. Look at total cost of ownership, transaction cost, preferred status, holistic view, extended payment terms, identify and remove non-required contracts, identify legacy contracts and renegotiate, IT may not be the best at negotiations.
- o Good asset management - buy just what you need.
- o There is a lot of low hanging fruit on the procurement related slides. Use some of these to help make decisions.

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- o Doug: Align strategy with architecture with procurement. Watch out for unlimited liability clauses in vendor contracts and remove them when possible to reduce costs (should have 1 to 2 times the cost of the contract.)

The Governor's Vision for Technology 11:30 – 11:45
Andrew Parker: Governor's Liaison for Technology, Arkansas Governor's Office

Presentation
Governor's Priorities are Economic Development and Education. This is reflected in everything he does.
Protect education funding and jobs
$660 million spent on technology in Arkansas annually.
What can be realized, will be realized from this group. At the table or on the table for budget.
Claire: we are here to deliver public services – how do we make sure we include innovation and multigenerational considerations?

Lunch 11:45 – 12:30

Current State of Technology 12:30 – 1:00
Claire Bailey: CTO, Arkansas Department of Information Systems Director

Presentation
There will soon be a new State of the State Address.
Out of the top 25 agencies there are 23 data centers. How do we make sure all have COOP and data backup, security, etc.?
Cloud computing: are there licensing applications in the cloud we could utilize? We could have a cloud in Arkansas that provides email for all. Cloud computing potentially takes jobs away from Arkansas.
David: concerns about the unknowns and security of cloud computing.
Q&A: Doug: NASCIO provides strategy and NASTD implements.

State IT Planning Session 1:00 – 4:00
José Ruggero: Group Vice President, Executive Programs, Americas Service Delivery, Gartner

Presentation
A lot of Strategic Plans are lists of projects and do not get read. Do not create WORN – write once, read never.
If there is no strategy there is no direction, lost.
Are you doing the right things? You can't do it all. Can only be really good at one of the following: Operational Excellence, Customer Intimacy, and Product Leadership.
Q&A, discussions:
- o José – is there a business strategic plan for the state? Claire – the State of the State is a political agenda, Economic Development has a plan.
- o Claire: agencies have to have an IT Plan but it is not checked to align with state architecture.
- o José – Is anyone assigned to innovation? Claire – there is an innovation fund.
- o José – reach out to agencies for common requirements. Claire – how do we as a council make sure people are not afraid of the council's decisions? Stan – one of the fears: do the IT people understand our business? Customer intimacy, trust.

José – need a future state for people to see so they can join. IT should not be building anything unless there is a business need for it. Tobey – but schools were doing their own thing (spreadsheets) before APSCN. José – how far to go in consolidation? That is the job of the council to decide these things. Have an open transparent system for decision making…..Claire – organizations with common business needs rarely work together for common solutions. Claire – DIS is the "Operational Excellence". José – you have to be right now.

Tampa City Technology and Innovation (T&I) Department Strategic Capabilities Roadmap diagram.

Flip Chart: What Characterizes IT in 3 Years?
- Shared Data
- Standardized Business Processes
- Standard Information Management - from creation to Destruction
- Innovation drawing from _____ (wherever)

Now try from the outside in:
- Easy to do business with government
- One phone call to get it fixed
- Find information easily
- State-wide access
- Digital literacy
- Mobility

Common Requirements Vision (CRV):
- Captures a set of Enterprise business strategies
- Talking about infrastructure, not applications. Capabilities, not project level.
- Connecticut example
- Council needs to conduct surveys
- Reach out to private sector
- Have to complete in time for IT Planning Reporting period.
- Start with the Governor's priorities of Economic Development and Education – what capabilities are needed for those?

Then from CRV to Future State

7 Key Questions to answer for Strategic Plans – see slide.

IT Plan Table of Contents provides a framework for the plan

José included on a flip chart: Run Grow Transform. How much of the budget for each? Need more business skills, business analysts.

Claire: Next Steps:

1. Step back and digest

2. Establish a plan for how to execute and complete the document. The Architecture Team will facilitate completion.

3. Schedule time with Governor to present the plan.

Claire wants to minimize the time required of the council members. They will mostly be needed for electronic review and communication. It was noted that there is a discussion page on the State Technology Portal.

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ACTION ITEMS:

Assigned to	Action Item Description
Kym Patterson	Work with responsible parties about possible removal of the quote: "fortunate ….. at the time of surplus" in the Governor's Charge Memorandum on Key Initiatives.
Scott Utley	Add the report from ADED to the meeting book (upon analysis, this is a very large document, Scott will send a link.)
José Ruggero	Send Claire the Deutsche Bank case study.
Scott Utley / Architecture Team	Promote the submitting of innovative ideas.
Scott Utley / Architecture Team	**Facilitate completion of State Business Requirements as defined in the CRV - in time for IT planning period.**
Scott Utley / Architecture Team	**Work with DFA to modify the IT Planning process to include "does it adhere to the architecture?"**
Claire Bailey	**Facilitate completion of State IT Strategic Plan.**
José Ruggero	Organize a conference call with a contact from Tampa.
Claire Bailey	Have the Tampa chart copied for council members.
Claire Bailey	Schedule next STC meeting.
Stan King	Give a presentation at the next STC meeting on the part of AASIS related to asset management.
Colleen Cafferty	Document Minutes from this meeting and send to Claire.
Claire Bailey	Send meeting minutes to council members.
Andrea Johnson	Place documents online for reference (except Gartner documents – do not publish.)
José Ruggero	Send everyone soft copies of documents.